1	2	3	4	5
9.	Tamil Nadu	IRS & WS South Arcot Villupuram	DANIDA	Just commenced.
10.	West Bengal	Water Supply and Sanitation Improvement Midnapur	British High Commission (WSO) through UNICEF	On-going

Inadequate Postal Network

316. SHRI NARAYAN ATHAWALAY : Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether the Government are aware of the difficulties encountered by the people of Mumbai and Subarban areas due to grossly inadequate postal network, for want of space and lack of resources with the Deptt. for undertaking construction activities for establishing new Postal outlets offices;

(b) if so, the actual demand for established Post offices, Area-wise and actual number of New Post offices established during the last three years, area-wise against the demand;

(c) whether the Government have undertaken a review of the position on short term and long term basis keeping in view the prospective need of the people; and

(d) if so, the agenda of action for the current year including setting up Mobile Post offices in areas with grossly inadequate postal facilities ?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA) : (a) Yes, Sir.

(b) Demand for opening a post office in the following areas had been received during the past three years;

Sl.No.	Name of proposed post offices
1.	Evershine Nagar, Malad (W) Mumbai
2.	Poonam Nagar, Jageshwari (W) Mumbai
3.	Kasturkar Park, Boriwali (W) Mumbai
4.	P.M.G. (P) Colony, Mumabi
5.	S.R.P.F. Camp, P.O. Goregaon (E) Mumbai

Out of these, S.R.P.F. Colony, P.O. Goregaon (E) was opened 31.3.97. The other four Post offices were sanctioned but could not be opened for want of accommodation.

(c) and (d) Yes, Sir. Position is reviewed periodically, Post Offices are opened subject to norm based justification and availability of resources. In Metropolitan cities, acquiring of accommodation on reasonable rent for housing a post office is a major problem.

During the Annual Plan, 1997-98, it is proposed to set up three Departmental Sub Post Offices in Maharashtra Postal Circle. There is no policy to provide Mobile Post Offices at present.

Complaints received by Department of Posts

317. SHRI RAVINDRA KUMAR PANDEY : Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether the Department of Posts received complaints from the senders of Registered AD Letters and Registered Letters about the non receipt of Acknowledgement Receipts for which they pay extra money; and

(b) if so, the remedial measures Government contemplate to take to ensure that the Acknowledgment Receipts are delivered to the senders ?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA) : (a) Yes, Sir.

(b) Instructions are issued from time to time to ensure proper delivery of the Registered letters/Acknowledgment Card for which a record is kept. The Department has improved upon the size and thickness of the Acknowledgement Card to enable quick identification and easy handling. Customer Care Centres have been set up in important cities to monitor and ensure prompt redressal of grievances including those relating to delivery of Registered letters with Acknowledgments Receipts.

Licences to I.I.T.L., Mumbai

318. SHRI JANG BAHADUR SINGH PATEL : Will the